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EXAMINER

RAMPURIA, SHARAD K

ART UNIT	PAPER NUMBER
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2617

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PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 10/087,713	Applicant(s) LEHAFF ET AL.	
	Examiner Sharad Rampuria	Art Unit 2617	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 15 May 2007.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-72 and 86-92 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-72 and 86-92 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

I. The Art Unit location of your application in the USPTO has changed. To aid in correlating any papers for this application, all further correspondence regarding this application should be directed to Art Unit 2617.

Disposition of the claims

II. The current office-action is in response to the Amendment - After Non-Final Rejection filed on 05/15/2007.

Accordingly, Claims 73-85 are cancelled and Claims 1-72 and 86-92 are imminent for further assessment as follows:

Claim Rejections - 35 USC § 103

III. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out

the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

Claims 1-2, 9-14, 21-25, 32-38, 47-49, 51, 53-64, 66, 86-88, 90-92 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elsey et al. [US 20040258231] in view of Bateman et al. [US 5884032].

Regarding claims 1, 62, 66, 86, Elsey disclose a method for conducting mobile communications, (abstract) comprising;

Providing a communication server (28; fig.1, pg.3; 0039) for a plurality of users, the server having an electronic attendant that greets users; (Abstract, pg.2; 0012, pg.3; 0038)

An interface to a telecommunications network for speech communication; and an interface to a computer network, (pg.3; 0039)

Elsey doesn't disclose explicitly, coupling the communication server to a corporate information system, the CIS including storage for corporate information including emails and servers including an email server; providing a plurality of speech terminals for a plurality of users, the speech terminals coupled to the communication server through at least one of the public telecommunications network or the private telecommunications network providing access to data in the CIS through voice or digital signals received in the communication server from the speech terminals; distributing calls to the speech terminals using the electronic attendant; asking outside users to record voicemail messages if the party being called is not reached; recording the

voicemail messages in the communication server; transferring and storing all the recorded messages from the communication server to the CIS; and caching information from the CIS on the communication server, whereby the communication server does not rely on user information databases of its own. However, Bateman teaches in an analogous art, that coupling the communication server to a corporate information system (ACD; 12; Fig.1), the CIS including storage for corporate information including emails and servers including an email server (81; fig.1); providing a plurality of speech terminals for a plurality of users, the speech terminals coupled to the communication server through at least one of the public telecommunications network or the private telecommunications network providing access to data in the CIS through voice or digital signals received in the communication server from the speech terminals; (Col.9; 65-Col.10; 17) distributing calls to the speech terminals using the electronic attendant; (Col.10; 18-24) asking outside users to record voicemail messages if the party being called is not reached; recording the voicemail messages in the communication server; transferring and storing all the recorded messages from the communication server to the CIS; and caching information from the CIS on the communication server, whereby the communication server does not rely on user information databases of its own. (Col.10; 39-67) Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to modify Elsey including coupling the communication server to a corporate information system, the CIS including storage for corporate information including emails and servers including an email server; providing a plurality of speech terminals for a plurality of users, the speech terminals coupled to the communication server through at least one of the public telecommunications network or the private telecommunications network providing access to data in the CIS through voice or digital signals

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received in the communication server from the speech terminals; distributing calls to the speech terminals using the electronic attendant; asking outside users to record voicemail messages if the party being called is not reached; recording the voicemail messages in the communication server; transferring and storing all the recorded messages from the communication server to the CIS; and caching information from the CIS on the communication server, whereby the communication server does not rely on user information databases of its own in order to provide the system for coordinating communications via customer contact channel changing system using call centre for setting up the call between customer and an available help agent.

Regarding claim 2, Elsey disclose the method of claim 1 wherein the voice signals are recognized through speech recognition technology. (130; fig.2A; pg.4; 0051)

Regarding claim 9, Elsey discloses the method of claim 1 wherein the electronic attendant is comprised of a public attendant and a corporate attendant. (Abstract, pg.2; 0012)

Regarding claim 10, Elsey discloses the method of claim 9 wherein the public attendant distributes calls from speech terminals external to the organization. (pg.1; 0008)

Regarding claim 11 Elsey discloses the method of claim 9 wherein the corporate attendant distributes calls from speech terminals internal to the organization. (pg.1; 0007)

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Regarding claims 12-13, Elsey disclose the method of claim 1 wherein the speech terminals are attended/ unattended devices. (144; fig.2B; pg.4; 0049)

Regarding claims 14-27, Elsey disclose the method of claim 1 further comprising accessing one or more parties through a speech terminal using the e-mail address, phone number, or any other form of identification for the one or more parties stored in the CIS. (pg.3; 0040)

Regarding claim 32, Elsey disclose The method of claim 1 further comprising commanding the server to perform tasks using a speech terminal. (144; fig.2B; pg.4; 0049)

Regarding claim 33, Elsey disclose The method of claim 32 wherein the tasks include sending and receiving messages. (144; fig.2B; pg.4; 0049)

Regarding claim 34, Elsey disclose The method of claim 33 wherein the messages are e-mail messages. (pg.3; 0040)

Regarding claim 35, Elsey disclose The method of claim 32 wherein the tasks include forwarding calls. (pg.3; 0040)

Regarding claim 36, Elsey disclose The method of claim 32 wherein the task include conferencing with other parties using the speech terminals. (pg.4; 0042)

Regarding claim 37, Elsey disclose The method of claim 1 further comprising providing a set of responses to a speech terminal, the set of responses dynamically changing depending on the speech terminal. (pg.4; 0049)

Regarding claim 38, Elsey disclose The method of claim 37 wherein the set of the responses to the speech terminal includes a recorded message. (pg.4; 0049)

Regarding claims 47-49, Elsey disclose The method of claim 1 wherein the speech terminals include telephones. (pg.4; 0049)

Regarding claim 51, Elsey disclose a method for conducting mobile communications, (abstract) comprising;

Providing a communication server (28; fig.1) for a plurality of users, coupling the communication server to a corporate information system (ACD; 12; Fig.1), the CIS including storage for corporate information including emails and servers including an email server (81; fig.1); providing a plurality of speech terminals for a plurality of users, the speech terminals coupled to the communication server through at least one of the public telecommunications network or the private telecommunications network providing access to data in the CIS through voice or digital signals received in the communication server from the speech terminals; (Col.9; 65-Col.10; 17) distributing calls to the speech terminals using the electronic attendant; (Col.10; 18-24) asking outside users to record voicemail messages if the party being called is not reached; recording the voicemail messages in the communication server; transferring and storing all the

recorded messages from the communication server to the CIS; and caching information from the CIS on the communication server, whereby the communication server does not rely on user information databases of its own. (Col.10; 39-67)

Regarding claims 53-57, 60-61 Elsey disclose the method of claim 51, wherein the user profile stores an association between the user and a speech terminal. (pg.5; 0058)

Regarding claims 58, Elsey disclose the method of claim 51, further comprising updating the data in the CIS using a speech terminal by a user or other users registered in the CIS. (pg.4; 0045)

Regarding claims 59, Elsey disclose the method of claim 51, wherein the data includes the e-mail address, phone number. (pg.3; 0040)

Regarding claims 63-64, Elsey disclose The method of claim 62 further comprising providing a set of responses to a speech terminal, the set of responses dynamically changing depending on the speech terminal. (pg.4; 0049)

Regarding claims 87-88, Elsey disclose the method of claim 86, wherein configuring the CIS to use the software component includes storing CIS specific to the server. (pg.1; 0007)

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Regarding claims 90, Elsey disclose the method of claim 86, including caching information from the server. (pg.4; 0047, 0051)

Regarding claims 91-92, Elsey disclose the method of claim 86, wherein the CIS uses the software component to configure accounts and change the permissions. (pg.4; 0047, 0051)

Claims 15-17, 31 & 50 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elsey and Bateman further in view of Nykanen et al. [US 6714778] (hereinafter Nykanen).

Regarding claim 15, the above combination discloses all the particulars of the claim except user authentication is required to access data. However, Nykanen teaches in an analogous art, that the method of claim 1 wherein user authentication is required to access data in the CIS. (Col.7; 5-24) Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to include user authentication is required to access data in order to provide improvement in accessing data through internet service.

Regarding claim 16, the above combination discloses all the particulars of the claim except user authentication is required to access data. However, Nykanen teaches in an analogous art, that the method of claim 15 wherein the authentication comprises entering a code into a speech terminal. (Col.7; 5-24)

Regarding claim 17, the above combination discloses all the particulars of the claim except user authentication is required to access data. However, Nykanen teaches in an analogous art, that the method of claim 15 wherein the authentication comprises a matching voice characteristic. (Col.11; 36-41)

Regarding claim 31, the above combination discloses all the particulars of the claim except the data includes information from databases and web sites on the internet. However, Nykanen teaches in an analogous art, that the method of claim 1 wherein the data includes information from databases and web sites on the internet. (Col.4; 56-67)

Regarding claim 50, the above combination discloses all the particulars of the claim except the network is the internet. However, Nykanen teaches in an analogous art, that the method of claim 1 wherein the network is the Internet. (Col.4; 56-67)

Claims 18-20, 52 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elsey and Bateman further in view of Singh [US 6405035] (hereinafter Singh).

Regarding claims 18, 52 the above combination discloses all the particulars of the claim except dynamically associating a user with a speech terminal using data stored in the CIS. However, Singh teaches in an analogous art, that the method of claim 1 further comprising dynamically associating a user with a speech terminal using data stored in the CIS. (Col.4; 51-Col.5; 8) Therefore, it would have been obvious to one of ordinary skill in the art at the time of

invention to include dynamically associating a user with a speech terminal using data stored in the CIS in order to update the message so that repetitive messages are eliminated.

Regarding claim 19, the above combination discloses all the particulars of the claim except dynamically associating a user with a speech terminal using data stored in the CIS. However, Singh teaches in an analogous art, that the method of claim 18 further comprising storing the association between the user and the speech terminal as a user profile, the CIS accessing the user profile every time the user logs on to the mobile communication system using the speech terminal. (Col.4; 51-Col.5; 8)

Regarding claim 20, the above combination discloses all the particulars of the claim except dynamically associating a user with a speech terminal using data stored in the CIS. However, Singh teaches in an analogous art, that the method of claim 1 further comprising updating the data in the CIS using a speech terminal by a user or other users registered in the CIS. (Col.4; 51-Col.5; 8)

Claims 4-8 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elsey and Bateman further in view of Takahashi et al. [US 6070081] (hereinafter Takahashi).

Regarding claims 4-8, the above combination discloses all the particulars of the claim except calls from the public communications network to the private communications network. However, Takahashi teaches in an analogous art, that the method of claim 1 further comprising

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distributing incoming calls from the public communications network to the private communications network. (Col.7; 9-24) Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to include calls from the public communications network to the private communications network in order to provide a method for easily communication between private and public mobile telephones.

Claims 28-30 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elsey and Bateman further in view of Stern et al. [US 6731927] (hereinafter Stern).

Regarding claim 28, the above combination discloses all the particulars of the claim except the data includes information related to an organization's employees. However, Stern teaches in an analogous art, that The method of claim 1 wherein the data includes information related to an organization's employees. (Col.7; 56-67) Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to include the data includes information related to an organization's employees in order to provide access to an entity by context association.

Regarding claim 29, the above combination discloses all the particulars of the claim except the data includes information from data repositories internal to the organization. However, Stern teaches in an analogous art, that The method of claim 28 wherein the data includes information from data repositories internal to the organization. (Col.2; 15-28)

Regarding claim 30, the above combination discloses all the particulars of the claim except the data includes information from data repositories external to the organization. However, Stern teaches in an analogous art, that The method of claim 28 wherein the data includes information from data repositories external to the organization. (Col.2; 15-28)

Claims 3, 39-46, 65, 67-70, 89 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elsey and Bateman further in view of Evans et al. [US 2004/0002325] (hereinafter Evans).

Regarding claims 3, 89 the above combination discloses all the particulars of the claim except the server is a modular appliance. However, Evans teaches in an analogous art, that the method of claims 1, and 86 wherein the server is a modular appliance. (7; fig.1; pg.3; 0056) Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to include the server is a modular appliance in order to provide the communication of multimedia documents from multimedia servers to multimedia clients.

Regarding claims 39, 65 the above combination discloses all the particulars of the claim except text-to-speech technology. However, Evans teaches in an analogous art, that The method of claim 37 wherein the set of responses to the speech terminal is an on-the-fly translation of responses into sounds using text-to-speech technology. (pg.2; 0030)

Regarding claim 40, the above combination discloses all the particulars of the claim except multi-modal interfaces. However, Evans teaches in an analogous art, that The method of claim 1 wherein the speech terminals includes multi-modal interfaces. (2; fig.1; pg.1; 0012-0013)

Regarding claim 41, the above combination discloses all the particulars of the claim except multi-modal interfaces. However, Evans teaches in an analogous art, that The method of claim 40 wherein a user can input information to the server through the multi-modal interfaces using text, keystrokes, and speech recognition. (pg.1; 0012-0013)

Regarding claim 42, the above combination discloses all the particulars of the claim except the multi-modal interfaces. However, Evans teaches in an analogous art, that the method of claim 40 wherein the multi-modal interfaces present information to the server using a combination of sound, text, graphics, and video. (pg.3; 0059)

Regarding claim 43, the above combination discloses all the particulars of the claim except text-to-speech technology. However, Evans teaches in an analogous art, that The method of claim 42 wherein the sound is generated by text-to-speech technology. (pg.2; 0030)

Regarding claim 44, the above combination disclose all the particulars of the claim except the sound is generated by playing recorded files. However, Evans teaches in an analogous art, that the method of claim 42 wherein the sound is generated by playing recorded files. (pg.5; 0130)

Regarding claim 45, the above combination discloses all the particulars of the claim except multi-modal interfaces. However, Evans teaches in an analogous art, that the method of claim 42 wherein the sound is generated by a continuous stream of sound data sent to the multi-modal interfaces. (pg.3; 0059)

Regarding claim 46, the above combination discloses all the particulars of the claim except multi-modal interfaces. However, Evans teaches in an analogous art, that the method of claim 42 wherein the video is generated by a continuous stream of video data sent to the multi-modal interfaces. (pg.3; 0059)

Regarding claim 67, the above combination discloses all the particulars of the claim except multi-modal interfaces. However, Evans teaches in an analogous art, that The method of claim 66 wherein a user can input information to the server through the multi-modal interfaces using text, keystrokes, and speech recognition. (pg.1; 0012-0013) Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to include multi-modal interfaces in order to provide the communication of multimedia documents from multimedia servers to multimedia clients.

Regarding claim 68, the above combination discloses all the particulars of the claim except the multi-modal interfaces. However, Evans teaches in an analogous art, that the method of claim 66 wherein the multi-modal interfaces present information to the server using a

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combination of sound, text, graphics, and video. (pg.3; 0059) Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to include multi-modal interfaces in order to provide the communication of multimedia documents from multimedia servers to multimedia clients.

Regarding claims 69, the above combination discloses all the particulars of the claim except text-to-speech technology. However, Evans teaches in an analogous art, that The method of claim 68 wherein the set of responses to the speech terminal is an on-the-fly translation of responses into sounds using text-to-speech technology. (pg.2; 0030) Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to include text-to-speech technology in order to provide the communication of multimedia documents from multimedia servers to multimedia clients.

Regarding claim 70, the above combination disclose all the particulars of the claim except the sound is generated by playing recorded files. However, Evans teaches in an analogous art, that the method of claim 68 wherein the sound is generated by playing recorded files. (pg.5; 0130) Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to include the sound is generated by playing recorded files in order to provide a computer-based assistant to receive and manage incoming calls to a subscriber.

Response to Amendment/Arguments

IV. Applicant's arguments with respect to claims 1-72 and 86-92 has been fully considered but is moot in view of the new ground(s) of rejection.

Conclusion

V. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Sharad Rampuria whose telephone number is (571) 272-7870. The examiner can normally be reached on M-F. (8:30-5 EST).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, George Eng can be reached on (571) 272-7495. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000 or

EBC@uspto.gov.

/Sharad Rampuria/
Patent Examiner
Art Unit 2617